**LESSON PLAN/NOTE FOR WEEK 1 ENDING 13TH JANUARY,2023**

Subject Business Studies

Topic: How to seek Redress

Sub Topic: Consumer and Society

Date: 10th/12th January, 2023

Duration: 80minutes

Period: 12.30 - 1.00pm, and 11.50am - 12.30pm

Class: J.S.S. 3

Number in Class: 13

Average Age: 13

Sex: Mixed

**Learning Objectives**: By the end of the class, students should be able to;

I Define Consumer Rights.

Ii. Define Consumer redress.

Iii. List ways of seeking redress.

Iv. List the benefits of providing redress.

**Rationale/Importance**: To make pupils know the meaning of consumers rights and redress, ways of seeking redress and benefits of providing redress.

**Previous Knowledge:** Pupils have been taught what a complaint is, the difference between justified and unjustified complaints, ways/steps of lodging a complaint, state reasons for banning and restricting chemicals not suitable for use.

**Instructional Resources:** Pupils mind were drawn to Nigerian News Papers, Nigeria Consumer Voice (NICOV), The journals of Nigeria Consumer Protection council. etc

**Reference Materials:** WABP Junoir Secondary Business Studies 3 by Egbe T. Ehiametalor et al. And metropolitan Business Studies for Junoir Secondary school Book 3 by Anjorin Olajumoke Adeola.

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| **STEPS** | **TEACHER’S ACTIVITIES** | **STUDENT’S ACTIVITIES** | **LEARNING POINT** |
| Introduction | Reviews the previous topic. | Participate in the discussion. | To arouse pupils intersest. |
| Step 1 | Explains the meaning of redress | Students listen attentively. | To know the meaning of redress. |
| Step 2 | Guides students to state the benefits of seeking redress. | Participate in the discussion | For proper understanding of the topic. |
| Step 3 | Lists ways of providing redress to consumers | Sharing experiences on the provision of redress. | To encourage critical thinking. |
| Summary | Summarizes lesson with the key points.  Meaning of Consumer’s redress; Redress is the act of setting right a wrong. Making amends for a wrong or injury caused someone can also be regarded as redress.  Consumers redress: is the act of setting right a wrong that has been done to a consumer over a product bought or service rendered.  **HOW/WAYS TO SEEK REDRESS**  A consumer can seek redress through the law court. Rights of redress can be any of the following;   1. Criminal Redress: this include the power to intiate criminal proceedings against any person involued in adulteration or mislabelling of the various regulated foods, drugs and chemicals. 2. Civil Redress: Where the regulatory agencies cannot compensate or facilitate the compensation of the victims of unsafe or unwholesome products that are regulated by agencies like standard organisation of Nigeria (SON). 3. Administrative/ Regulatory Redress: A consumer can write a petition generally to complain about a product or service to any of the regulatory agencies.   **BENEFITS OF PROVIDING/ SEEKING REDRESS.**   1. The consumer is happy that he/she has been listened to and that the problem has been solved. 2. The intervening regulatory agency will be seen to be efficient and it will add to their experience in resolving consumer’s complaints. 3. It improves the public relations profile of the company, as it will be seen to be faithful to its promise of putting the consumers first and standing by the warranty that is on the products. 4. Providing redress immediately there is a complaint, eliminates litigations on issues that can other wise be easily resolved. 5. More time is spent on research and development for the growth of the company than on following up cases of complaints that may drag on for too long, eating into a company’s time and resources. | Copy down lesson in their note books | For reference point while studying. |
| Evaluation | Asks Scholars to state three (3) steps to follow in seeking consumer’s redress. | Responds positively to the question. | For proper understanding of the topic. |
| Conclusion | Rounds off lesson by checking the work done, marking and making correction where necessary. | Identify their mistakes and do the needful. | For better recognition of the concept. |



13th January, 2023

Benjamin Joseph

Deputy Head Instructor Admin

NB: APPROVED!